

**YEAR 2000 READINESS (UNAUDITED)**

The year 2000 issue arises because most computer software programs allocate two digits to the year date field on the assumption that the first two digits will be 19. Without reprogramming, such programs will interpret, for example, the year 2000 as the year 1900. Also, some programs may be unable to recognize that the year 2000 is a leap year.

The year 2000 issue may affect electronic equipment containing computer chips that have date recognition features – such as environmental systems, elevators, and vehicles – as well as computer software programs. In addition, the year 2000 issue affects not only computer applications and equipment under the Commonwealth's direct control but also the systems of other entities with which the Commonwealth transacts business. Some of the Commonwealth's systems/equipment affected by the year 2000 issue are critical to the continued and uninterrupted operations of Commonwealth government.

Because of the unprecedented nature of the year 2000 issue, its effects and the success of the related remediation efforts will not be fully determinable until the year 2000 and thereafter. Management cannot guarantee that the Commonwealth is or will be year 2000 ready, that the Commonwealth's remediation efforts will be successful in whole or in part, or that parties with whom the Commonwealth does business will be year 2000 ready.

In June 1997, the Executive Office for Administration and Finance established a Year 2000 Program Management Office within its Information Technology Division. The purpose of this office is to ensure accurate monitoring of the Commonwealth's progress in achieving "year 2000 compliance". The program office has asked agencies to identify "mission critical" and "essential" systems. Mission critical systems are those which directly affect the health, safety or livelihood of citizens, which directly affect state revenues or whose loss would severely jeopardize agency delivery of services. Essential systems' loss would cause disruption of some agency services but would not prevent the agency from delivering primary services.

On April 15, 1999, the Governor approved a third round of Y2K supplemental appropriations of \$20 million for expenditure by the Information Technology Division to achieve year 2000 compliance for six Executive Offices and the other departments that report directly to the Governor. Of this \$20,000,000, approximately \$19,000,000 is committed for contracts. This amount, together with previously appropriated amounts and expenditures at the departmental level from existing funds, is anticipated by management to be sufficient to

meet most of the remediation efforts for such Executive Offices and departments. The Secretary of Administration and Finance is to report quarterly to the Legislature on the progress being made to address the year 2000 compliance efforts, and to assess the sufficiency of funding levels.

At any given time, work to address the year 2000 issue with respect to each system deemed mission-critical (i.e., critical to conducting the Commonwealth's operations) falls predominantly within one of the following stages of work:

- i. *Awareness stage* – Establishing a budget and project plan for dealing with the year 2000 issue.
- ii. *Assessment stage* – Identifying the systems and components for which year 2000 work is needed.
- iii. *Remediation stage* – Making changes to systems/equipment.
- iv. *Validation/Testing stage* – Validating and testing changes that were made during the remediation stage.

The following paragraphs summarize year 2000 state-of-work data for the 236 mission critical systems/equipment of the primary government, which includes higher education, as of June 30, 1999. Additional information as to the year 2000 issue related to the component units can be obtained in the complete financial statements of the individual component units. Systems having similar functions that are in the same stage of work have been combined for purposes of this disclosure.

The Commonwealth had completed the awareness, assessment, remediation, and validation/testing stages as of June 30, 1999, for mission-critical systems and equipment related to the following:

**Primary Government:**

Appellate Tax Board:

Case Management System

Bureau of State Office Buildings:

State House Security System

Non-IT: State Office Buildings

Capital Asset Management:

Non-IT: State Office Buildings

Central Business Office:

CBO-Managed LANs

Commission Against Discrimination:

Complaint Tracking System

Department of Revenue:

Imaging Data Entry

MASSTax - Revenue System

Local Services Database System

Wage Reporting System

Child Support Enforcement System

Department of Veterans Services:

Veterans Services Management Informal System  
 Division of Human Services:  
   Workers' Compensation System  
 Fiscal Affairs Division:  
   MMARS Interface Subsystem  
   FoxPro Database  
 Group Insurance Commission:  
   GIC Insurance Benefits Database  
 Information Technology Division:  
   PMIS (for HRD, OSC) - Payroll System  
   PCRS – Labor Distribution System  
   SNA Legacy Network  
   TCP/IP Routed Network  
   CAPS - Payroll System  
   UHI - Employer-Paid Health Insurance System  
   MMARS (see Office of the Comptroller)  
   Future Date Testing Tools for  
   Mainframe applications  
   Commonwealth Mainframes  
 Massachusetts Office on Disability:  
   CATS – Client Assistance  
   Mailing Lists  
 Office of the State Comptroller:  
   MMARS State Financial Accounting System  
 Operational Services Division:  
   Purchase Orders to Office Supply & MIS Vendors  
   COMPASS – Solicitation  
 Public Employee Retirement Board:  
   Disability Determination System  
   Disability Tracking System  
   Retirement Verification Calculation System  
 Secretary of State- Other:  
   Record Center Database System  
   Securities  
   Elections  
   Corporations Database System  
 Secretary of State – Voter Registration:  
   Voter Registration  
 Treasurer & Receiver General:  
   Corporate Universe Debt Management System  
   Cash Management System  
   Payroll System for Legislature  
   PPS-Payment Processing System  
 Board of Registration In Medicine:  
   Licensing System for Medical Registrations  
 Department of Telecommunications & Energy:  
   Mission Critical PC Databases  
   Complaint Tracking for Cable TV  
 Division of Banks:  
   Examination Application for DOB  
 Division of Insurance:  
   Licensing System for Division of Insurance  
 Division of Registration:  
   Licensing System  
 Division of Standards:  
   Licensing System

Executive Office of Elder Affairs:  
   Home Care Management Information System  
 Department of Environmental Management:  
   Radio Room, Networks  
 Department of Environmental Protection:  
   Environmental Data System  
   Mission Critical Access  
   DAS-Data Acquisition System for Air Quality  
 Division of Fisheries, Wildlife &  
   Environmental Law Enforcement:  
   Marine Catch Report Database  
   Titling & Registration Database  
   Agent Activity Database  
   Low Band Radio  
 Executive Office of Environmental Affairs:  
   VAX Applications  
 Governor's Council:  
   Pardon Database  
 Governor's Office:  
   Boards & Commissions Using  
   Protocol (DOS)  
   PROVIEW – Constituent Tracking  
 Department of Mental Health:  
   Hospital Billing System  
 Department of Public Health:  
   Statistics: Mission Critical  
   Substance Abuse (BSAS)  
   Family & Comm Health (FCH)  
   Non-IT: Mission Critical Devices  
   Healthy Start  
   Substance Abuse Management Information System  
   Hospitals: Mission Critical  
   Children's Medical Service Program – Insurance  
   Management & Resources  
   Pharmacy  
   AIMS – Hospital Admissions & Billing  
   Food & Drug: Misc. Mission  
   WIC – Women, Infants & children  
   Early Intervention  
   Health Quality Management (HQM)  
   Immunization Information System  
 Department of Social Services:  
   ASSIST/FamilyNet - Child Protection System  
 Department of Transitional Assistance:  
   SDX State Data Exchange  
   Data Exchange System  
   IIS  
   PRISM – Priority Reporting  
   Food Stamp Program  
   Welfare Financial Management Control  
   Data Insertion Mailing  
   EBT – Electronic Benefits Transfer  
   PACES Financial Eligibility System  
   BEACON I  
 Department of Youth Services:  
   Client Tracking

Division of Health Care Finance:  
 Uncompensated Care Reporting System  
 Division of Medical Assistance:  
 Medicaid Claims System  
 Recipient Eligibility Verification System  
 MA21 Recipient Information  
 Office of Child Care Services:  
 Complaint Tracking System  
 Teacher Quality System  
 Day Care Licensing System  
 Soldiers Home – Chelsea:  
 Banking System  
 Patient Tracking System  
 Soldiers Home – Holyoke:  
 Medical Records System  
 In-Patient Tracking System  
 Insurance Billing

### Higher Education:

Berkshire Community College:  
 Student Billing & Administration  
 Bridgewater State College:  
 Financial System  
 Human Resources System  
 Student Information System  
 Bristol Community College:  
 Financial System  
 Student Information System  
 Bunker Hill Community College:  
 Human Resource System  
 Student Administration/Colleague System  
 Cape Cod Community College:  
 Financial System  
 Student Information  
 Human Resource System  
 Fitchburg State College:  
 Student Financial Records System  
 Framingham State College:  
 Fully Integrated System  
 Scheduling System  
 Student Administration  
 Greenfield Community College:  
 Payroll System  
 Banner-Student Information  
 Banner-Financial  
 Banner-Alumnae  
 Holyoke Community College:  
 Student Information System  
 Human Resource System  
 Financial System  
 Energy Management  
 Mass Bay Community College:  
 Student Information System  
 Human Resource System  
 Financial System  
 Financial Aid System

Massachusetts College of Art:  
 Colleague System  
 Massachusetts College of Liberal Arts:  
 Student Information System  
 Accounting System  
 Massachusetts Maritime Academy:  
 Financial Services Colleague System  
 Massosioit Community College:  
 APECS Student Information System  
 Great Plains  
 Middlesex Community College:  
 Student Information System  
 Banner  
 Human Resource System  
 Mt. Wachusett Community College:  
 Banner  
 North Shore Community College:  
 Human Resource System  
 Banner  
 Northern Essex Community College:  
 Student Information System/Banner  
 Quinsigamond Community College:  
 Financial Management System  
 BPI Accounting  
 Roxbury Community College:  
 Kenric Financial Package  
 Salem State College:  
 Fiscal System  
 Student Accounts  
 UMASS – Dartmouth:  
 Accounts Payable  
 Student Information  
 UMASS – Lowell:  
 Student Information System  
 Financial System  
 UMASS – Presidents Office:  
 Payroll System  
 Student Administration  
 Accounting  
 Student Billing  
 UMASS – Worcester (Medical School):  
 SAMIS-Student Administration Management  
 Westfield State College:  
 Financial Record System  
 Worcester State College:  
 Colleague System  
 Campaign & Political Finance:  
 Name & Address Database  
 Central Artery/Tunnel:  
 Traffic Management (Construction Information Database)  
 IPCS Construction (Integrated  
 Project Controls System)  
 Electrical and Mechanical  
 IT Help Desk (CAT MC Information Systems)  
 Committee for Public Counsel:  
 Billing for Public Defenders

Lottery Commission:  
     Eke Scheduling  
     Financial Systems  
     On-line Games  
 Administrative Office of Trial Courts:  
     Judiciary Court Activities Information System  
     Housing Court  
     Jury Selection  
     Warrant Management System  
     Probation Receipt Accounting System  
     Worcester Probate and Family  
     Juvenile Court  
 Appeals Court:  
     COTT/Forecourt – Case Management & Court  
         Operations System  
 Board of Bar Examiners:  
     Forecourt – Case Management & Court Operations  
 Supreme Judicial Court:  
     Forecourt – Case Management & Court Operations  
 Division of Apprenticeship:  
     Apprenticeship Tracking System  
 Division of Employment & Training:  
     ARTB – Accounts Receivable  
     Trial Balances Revenue Systems  
     Unemployment Insurance System  
     Lotus Notes for Career Centers  
     UHI (see ITD)  
 Division of Industrial Accidents:  
     Diameter  
     Pyramid  
 Labor Relations Commission:  
     Case Tracking System  
 Bureau of Special Investigations:  
     Case Tracking System  
 Chief Medical Examiner:  
     Inquest System  
 Criminal History Systems Board:  
     Law Enforcement Agencies Processing System  
     Criminal Offender Record Information System  
 Department of Corrections:  
     Technology Services Equipment  
     Non-IT Embedded Systems  
     DBI Fingerprinting System  
     Inmate Database  
     Epic System (ID & Booking)  
 Department of Fire Services:  
     Fire Incident Reporting System  
     UST Underground Storage Tank  
 Merit Rating Board:  
     Driver Citation System  
     Insurance Claims Tracking System  
     Inquiry (Access to Driver & Citation Database)  
 Military Division – State:  
     Municipal Network Information System  
     SIDPURS-ARNG  
     SABERS

TROUPERS  
 JUSTIS  
 AFCOS  
 Parole Board:  
     Parole Board Victim Witness Tracking System  
     Parole Board Inmate & Hearing Tracking System  
     Clemency Tracking/PATS  
     Parole Board Management System  
 Registry of Motor Vehicles:  
     Controls License Issuance System  
     Registration Systems Controls Vehicle Registration  
     Batch Numbering – Document Control for F/M  
 State Police Department:  
     Communications Equipment (non-IT)  
     POS Police Op. System to Control Police Dispatching  
 Statewide Emergency Telecommunications Board:  
     Mobile 911 Truck  
     SRC System Maintenance & Monitor  
     ALI Automated Location Indicator  
     911 Customer Premise Equip.  
     Telephone C/O's & 9-1-1  
 Massachusetts Highways:  
     Non-IT: Traffic Signal Controllers

The Commonwealth has completed the awareness, assessment, and remediation stages and was performing the validation/testing stage as of June 30, 1999, for mission-critical systems and equipment relating to the following:

#### **Primary Government:**

Metropolitan District Commission:  
     Non-IT: MDC Mission Critical  
 Legislature DP:  
     Legislative Bill Tracking  
 Department of Public Health:  
     State Lab: Mission Critical  
 Administrative Office of Trial Courts:  
     Superior Court Forecourt  
     BMC Forecourt  
     Fall River Applications  
 Department of Correction:  
     Radio Communications Repeaters  
     Perimeter Security Systems  
     Tool and Key Control Databases  
 State Police Department:  
     State Police Fingerprinting System

#### **Higher Education:**

Roxbury Community College:  
     Student Data  
 UMASS – Lowell:  
     Library System

